

Claims

What Is Claimed Is:

1. A method for multimodal communication comprising:
 - 5 maintaining, during non-session conditions and on a per user basis, concurrent multimodal session status information of user agent programs configured for different concurrent modality communication during a session, and
 - 10 re-establishing a concurrent multimodal session in response to accessing the concurrent multimodal session status information.
 - 15 2. The method of claim 1 wherein maintaining, during non-session conditions and on a per user basis, concurrent multimodal session status information of user agent programs configured for different concurrent modality communication during a session includes storing, during a session, at least one of:
 - 20 location data indicating where last fetched information was obtained for each of a plurality of user agent programs used during a concurrent multimodal communication session;
 - 25 information on which field has been filled by user input during the concurrent multimodal communication session and the field content; and current dialogue states for the concurrent multimodal communication session.
 - 30 3. The method of claim 1 including the steps of:

- detecting a joining of a session by a user;
- accessing concurrent multimodal session status information;
- if the accessed concurrent multimodal session status information indicates a prior concurrent multimodal session for the user, then re-establishing the
- 5 concurrent multimodal session identified by the concurrent multimodal session status information.
4. The method of claim 1 including the step of maintaining which devices are employed during a concurrent multimodal session to facilitate switching of devices during a concurrent multimodal communication.
- 10 5. The method of claim 1 including temporarily storing, during a session, modality specific instructions for at least one of a plurality of user agent programs that operate in different modalities with respect to each other to compensate for communication delay associated with modality specific instructions for a second of the plurality of user agent programs.
- 15 6. The method of claim 1 including the step of receiving multimode mute data and storing a record of which modalities for a multimodal communication are to be muted for a given session.

7. A multimodal apparatus comprising:

a concurrent multimodal session persistence controller operative to maintain, during non-session conditions and on a per user basis, concurrent multimodal session status information of user agent programs configured for different 5 concurrent modality communication during a session and to re-establish a concurrent multimodal session in response to accessing the concurrent multimodal session status information; and

memory, operatively coupled to the concurrent multimodal session persistence controller, containing the concurrent multimodal session status 10 information.

8. The multimodal apparatus of claim 7 wherein the memory contains at least one of:

proxy identification data indicating a previous proxy used in a prior concurrent multimodal communication session; 15 information on which field has been filled by user input during the concurrent multimodal communication session and the field content; and current dialogue states for the concurrent multimodal communication session.

9. The multimodal apparatus of claim 7 wherein the concurrent multimodal session persistence controller accesses the concurrent multimodal session status 20 information contained in the memory and if the accessed concurrent multimodal session

status information indicates a prior concurrent multimodal session for the user, facilitates re-establishment of the concurrent multimodal session identified by the concurrent multimodal session status information.

00000000 = PGPVER